Imperial College London

In partnership with

PO Convert User Guide

-

Service-Type Purchase Orders

Imperial College phases out paper invoices with electronic invoicing

Imperial College London has implemented a series of changes designed to improve efficiency and service. To that end, we have introduced E-Invoicing in order to streamline invoice submissions and increase our ability to promptly pay our suppliers. Our goal is to make invoicing quick, easy and eliminate paper-based financial transaction processing as the only way of receiving supplier invoices.

We have partnered with Tungsten Network, the global E-Invoicing network, to enable suppliers to submit invoices electronically through its secure, tax compliant, Online Web Portal via the **PO Convert** functionality. Going forward, Imperial College will no longer accept paper or emailed invoices and will only accept invoices submitted through the Tungsten network.

Benefits of using PO Convert

- **Secure and guaranteed invoice delivery:** no more paper invoices getting lost in the post, invoices received into Imperial College's financial system within twenty-four hours.
- **On-time payment:** we can process your invoices for payment more quickly and pay to agreed terms
- **No more delays:** invoices cannot be sent with incomplete information, cannot go missing and do not require manual intervention
- **Secure online connection:** send invoices easily with no need for additional software

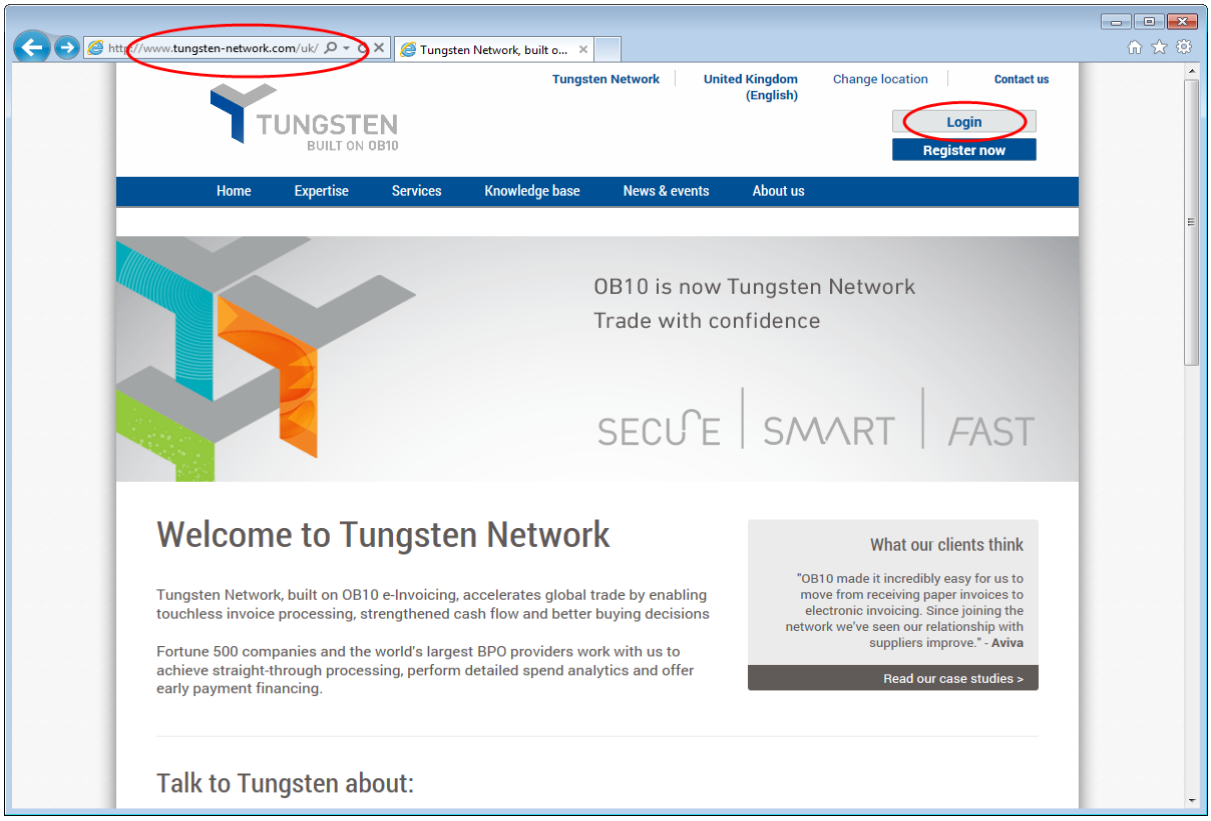
The Tungsten PO Convert functionality is designed for companies who send a medium to low volume of invoices to Imperial College each year. The portal offers suppliers a secure connection and guarantees delivery of invoices to Imperial College within hours, allowing us to process and pay promptly, within Imperial College's payment terms.

Tungsten is simply hosting our PO data so that suppliers can log into their portal and transmit an invoice to Imperial College directly. PO Convert is not a replacement of Imperial College's purchasing system. This is simply a mechanism to submit invoices to Imperial College. A purchase order will be raised by the buyer and emailed as a pdf to the supplier. This must be checked to ensure all additional charges are present (e.g. packing and delivery charges). A copy of this PO will be sent to Tungsten Network who will notify the supplier by email. The supplier will convert the PO into an invoice via the portal. This invoice will be made available to Imperial College to pick up and automatically process. In summary, Tungsten is simply hosting purchase order data for Imperial College in order to enable suppliers to submit invoices.

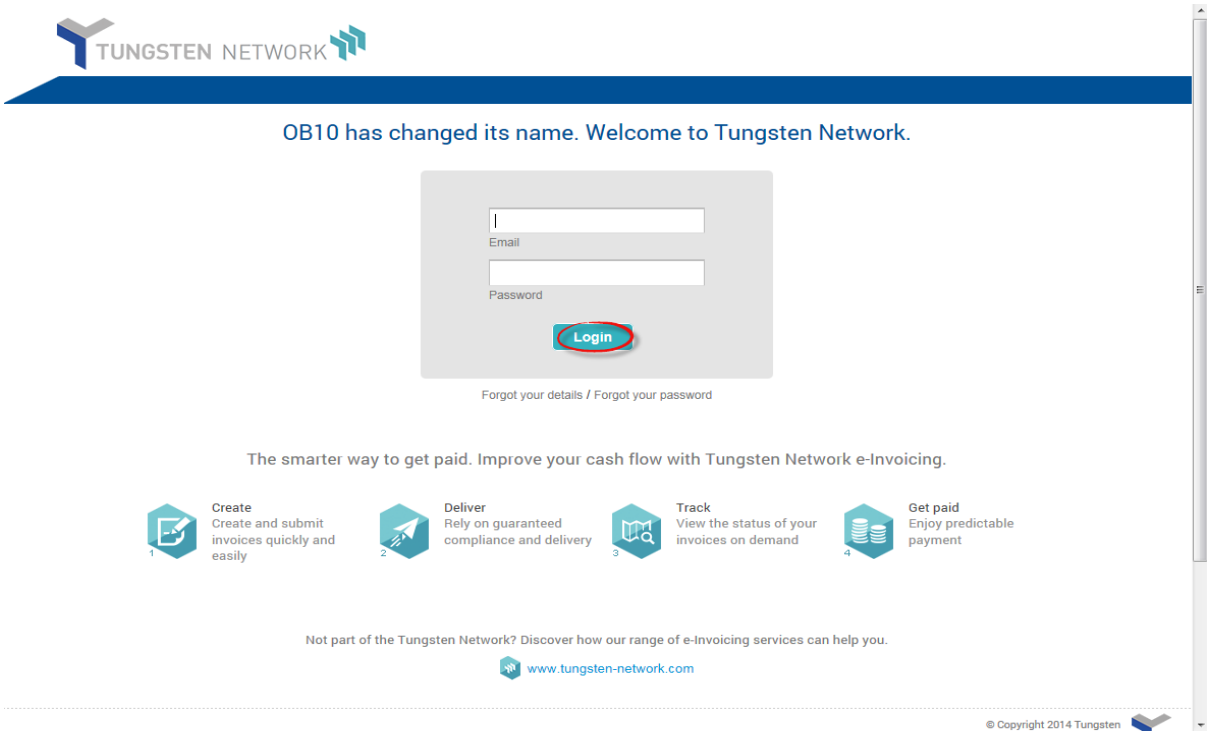
There are two types of purchase orders, Goods Type Purchase Orders and Services Type Purchase Orders. This guide covers Service Type Purchase Orders. Please refer to Goods Type Purchase Orders manual for invoicing against a Goods Type Purchase Order.

Services-type orders – These are usually blanket purchase orders. While the value of the service order displayed in the portal is £0.00 the actual value in the Tungsten system does exist. This is to ensure that you cannot over invoice the PO. Please do not be concerned by the zeroes displayed on screen when viewing the PO in the portal. Please see instructions below.

In order to navigate to Tungsten Network's Portal, enter the web address www.tungsten-network.com into your internet browser to bring up the Tungsten website and then click on the **Login** option at the top of the screen on the top right hand side.


http://www.tungsten-network.com/uk/
Tungsten Network, built o...
Tungsten Network
United Kingdom (English)
Change location
Contact us
TUNGSTEN
BUILT ON OB10
Login
Register now
Home
Expertise
Services
Knowledge base
News & events
About us
OB10 is now Tungsten Network
Trade with confidence
SECURE
SMART
FAST
Welcome to Tungsten Network
Tungsten Network, built on OB10 e-Invoicing, accelerates global trade by enabling touchless invoice processing, strengthened cash flow and better buying decisions
Fortune 500 companies and the world's largest BPO providers work with us to achieve straight-through processing, perform detailed spend analytics and offer early payment financing.
What our clients think
"OB10 made it incredibly easy for us to move from receiving paper invoices to electronic invoicing. Since joining the network we've seen our relationship with suppliers improve." - Aviva
Read our case studies >
Talk to Tungsten about:

The Login page will be displayed for you to enter your Email Address & Password and then click on the Login Button


TUNGSTEN NETWORK
OB10 has changed its name. Welcome to Tungsten Network.
Email
Password
Login
Forgot your details / Forgot your password
The smarter way to get paid. Improve your cash flow with Tungsten Network e-Invoicing.
Create
Create and submit invoices quickly and easily
Deliver
Rely on guaranteed compliance and delivery
Track
View the status of your invoices on demand
Get paid
Enjoy predictable payment
Not part of the Tungsten Network? Discover how our range of e-Invoicing services can help you.
www.tungsten-network.com
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Finally, at the next screen enter the letters from your memorable word as requested and continue.

TUNGSTEN NETWORK
Enter memorable word
Please confirm the following characters of your memorable word.
Letter 1 of your memorable word
Letter 2 of your memorable word
Continue
Cancel
If you have forgotten your memorable word, click here.
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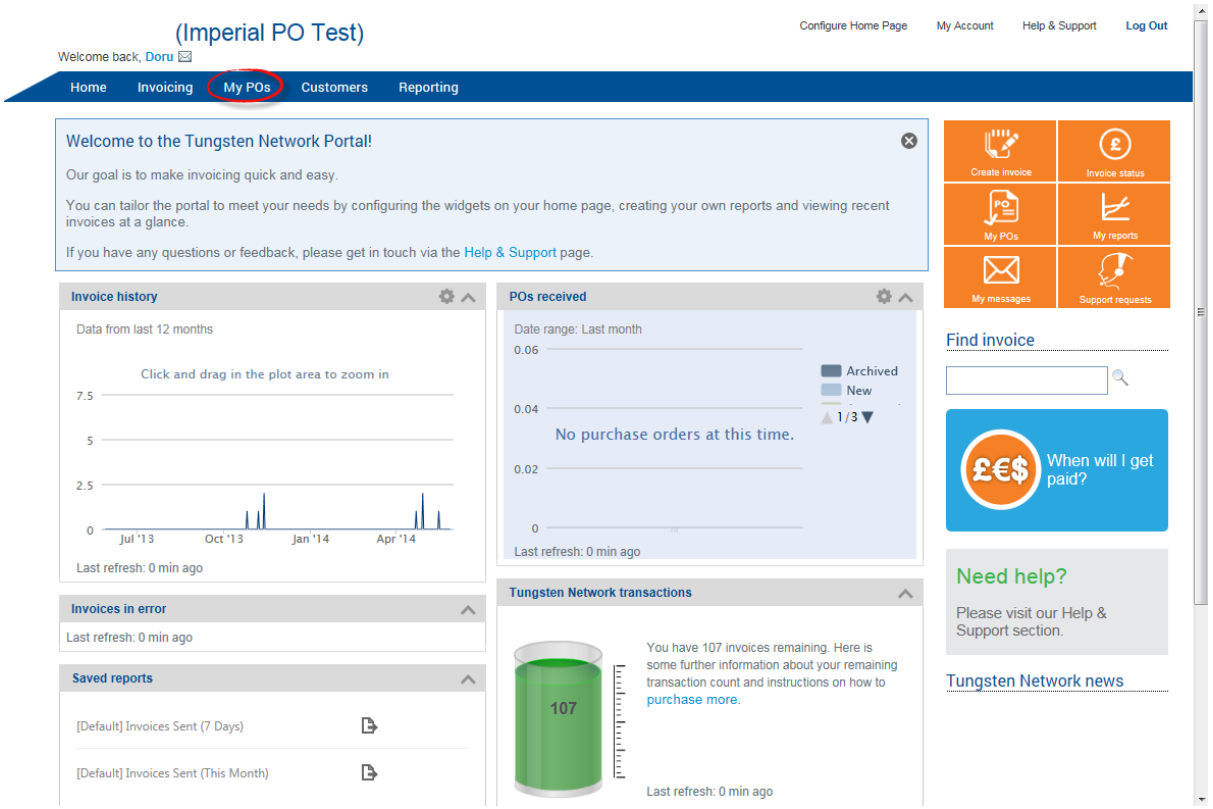
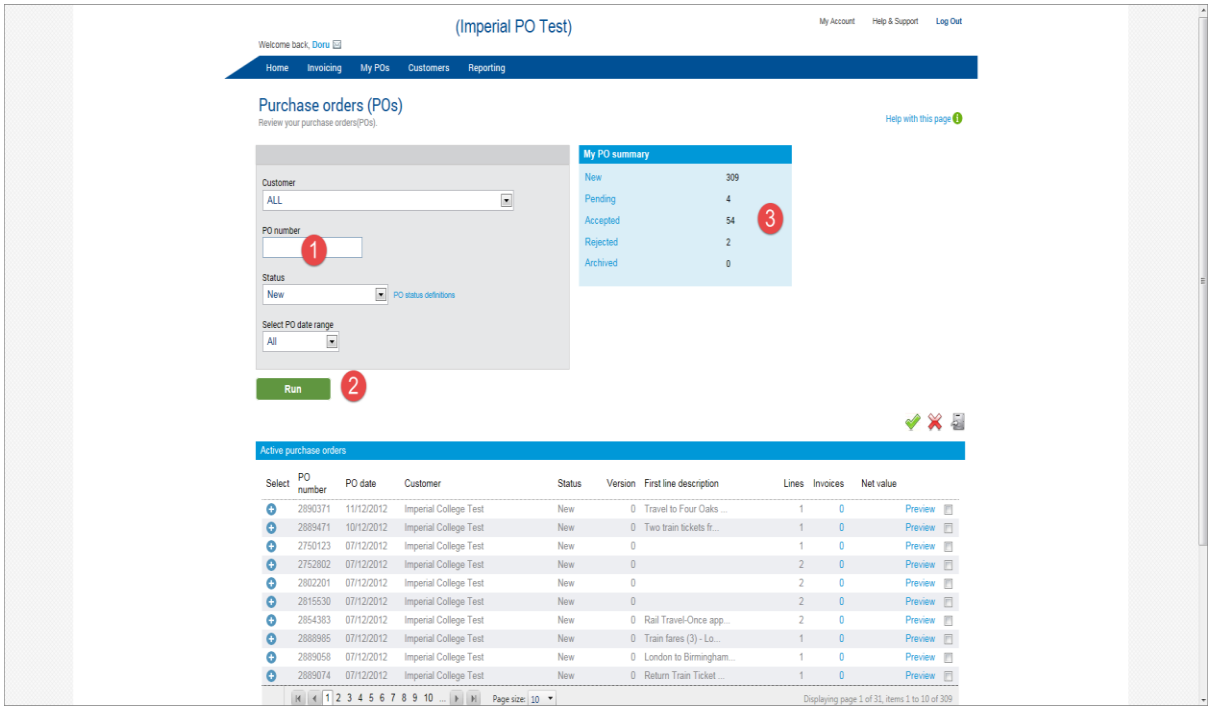
Your home page will then be displayed. To view any Purchase Orders that have been received from Imperial College, please click on My POs on the menu bar running along the top of the page.




(Imperial PO Test)
My Account
Help & Support
Log Out
Welcome back, Doru
Home
Invoicing
My POs
Customers
Reporting
Purchase orders (POs)
Review your purchase orders(POs).
Help with this page
Customer
ALL
PO number
1
Status
New
PO status definitions
Select PO date range
All
Run
2
My PO summary
New 309
Pending 4
Accepted 54
3
Rejected 2
Archived 0
Active purchase orders
Select
PO number
PO date
Customer
Status
Version
First line description
Lines
Invoices
Net value
2890371 11/12/2012 Imperial College Test New 0 Travel to Four Oaks ... 1 0 Preview
2889471 10/12/2012 Imperial College Test New 0 Two train tickets fr... 1 0 Preview
2750123 07/12/2012 Imperial College Test New 0 1 0 Preview
2752802 07/12/2012 Imperial College Test New 0 2 0 Preview
2802201 07/12/2012 Imperial College Test New 0 2 0 Preview
2815530 07/12/2012 Imperial College Test New 0 2 0 Preview
2854383 07/12/2012 Imperial College Test New 0 Rail Travel-Once app... 2 0 Preview
2888985 07/12/2012 Imperial College Test New 0 Train fares (3) - Lo... 1 0 Preview
2889058 07/12/2012 Imperial College Test New 0 London to Birmingham... 1 0 Preview
2889074 07/12/2012 Imperial College Test New 0 Return Train Ticket ... 1 0 Preview
1 2 3 4 5 6 7 8 9 10 ...
Page size: 10
Displaying page 1 of 31, items 1 to 10 of 309

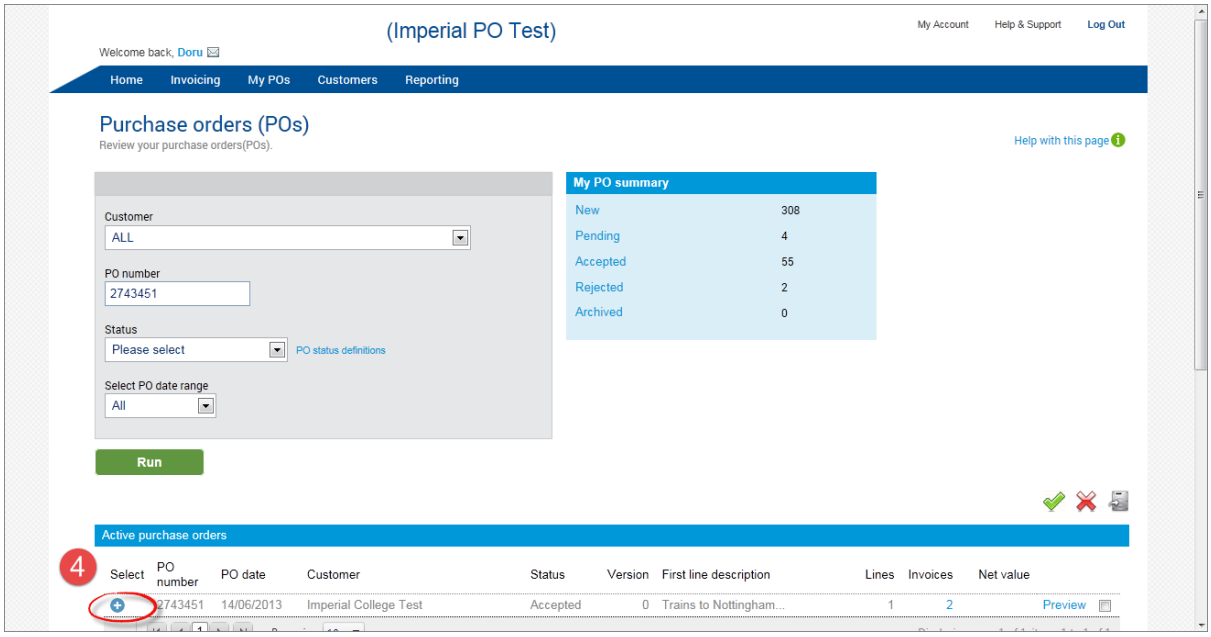
All Open/Active purchase orders transmitted from Imperial College London will be displayed at the bottom half of the page under “Active Purchase Orders”.

To locate and accept a particular PO, please follow the following steps:

1- Go to “MY POs” in the menu bar
2- Insert PO number **without alpha prefix** into the PO box field and click “Run”
3- In “My PO Summary “ you will find the status of your POs as follows:

- **Pending**: You have received and viewed a PO which will be in pending until you accept, reject or archive it.
- **Accepted**: New or updated POs that you have reviewed and are ready to be converted into an invoice.
- Archived: You have used a PO and do not wish to use it again. **PLEASE DO NOT USE THE ARCHIVE BUTTON AND ADVISE IMPERIAL COLLEGE IF A PO IS NOT REQUIRED**
- Rejected: You have rejected a PO because it may be incorrect – **PLEASE DO NOT USE THE REJECT BUTTON AS THIS DOES NOT NOTIFY THE IMPERIAL COLLEGE BUYER**

4 - Scroll to the bottom of the page and tick the blue circle with white cross and the PO will appear



Scroll to the bottom of the page and click on “Accept PO”. All new POs will need to be “Accepted” before they can be converted into an invoice, as shown on the next page.

When a purchase order is raised by the buyer the purchase order will be emailed directly to the supplier in pdf format. This process will not change. If there are any discrepancies, i.e. incorrect prices or a delivery charge has not been stated on the PO, please contact the Buyer directly to amend the PO before goods have been delivered and prior to submitting the invoice via the portal. If the Buyer’s details are not present on the purchase order, please email poandap@imperial.ac.uk. It is the emailed purchase order from Imperial College that constitutes the legal request from Imperial College for goods/services. The email alert from Tungsten is no more than a notification confirming that there is a PO in your portal ready to be invoiced against. This process has no impact on Procurement or purchase order processing.

Once the PO has been “Accepted”, the PO will appear again. Scroll to the bottom of the page again click on “Convert PO”, as shown on the next page.

(Imperial PO Test)
My Account
Help & Support
Log Out
Welcome back, Doru
Home
Invoicing
My POs
Customers
Reporting
PO Convert #2802201
Help with this page
PO has been accepted
PO NUMBER 2802201
Buyer OB10 number:
AAA
PO Date: 07 December 2012
Currency: Pound Sterling
PO FROM
Imperial College Test
Sherfield Building
South Kensington Campus
London
SW7 2AZ
Smith, Miss Miranda
miranda.smith@imperial.ac.uk
PO TO
Dummy Supplier
33 Linton Square,
London,
SW7 3PP
Reference numbers
Delivery Date:
Ship Date:
ADDITIONAL INFORMATION
Supplier Tax Registration Num.
Supplier Company Registration Number
Buyer Tax Registration Num.
N/A
PO HEADER TEXT
Invoice details
Rail travel for Tom Swinburne.
PO Line Details
Line
Part code
Description
Qty UoM
Unit price
Gross amount
3
Rail travel between London and Culham/Oxford for TSM CDT Student Tom Swinburne.
0.000 Each
0.00000
0.00
Reference categories
Delivery Date
Ship Date
General text
Buyer Invoice Ref. SERVICES
Line
Part code
Description
Qty UoM
Unit price
Gross amount
4
Rail travel between London and Culham/Oxford for TSM CDT Student Tom Swinburne.
0.000 Each
0.00000
0.00
Reference categories
Delivery Date
Ship Date
General text
Buyer Invoice Ref. SERVICES
Gross amount
Number of lines 2
Net total GBP 0.00
TUNGSTEN
www.tungsten-network.com
Convert PO
Preview
Back
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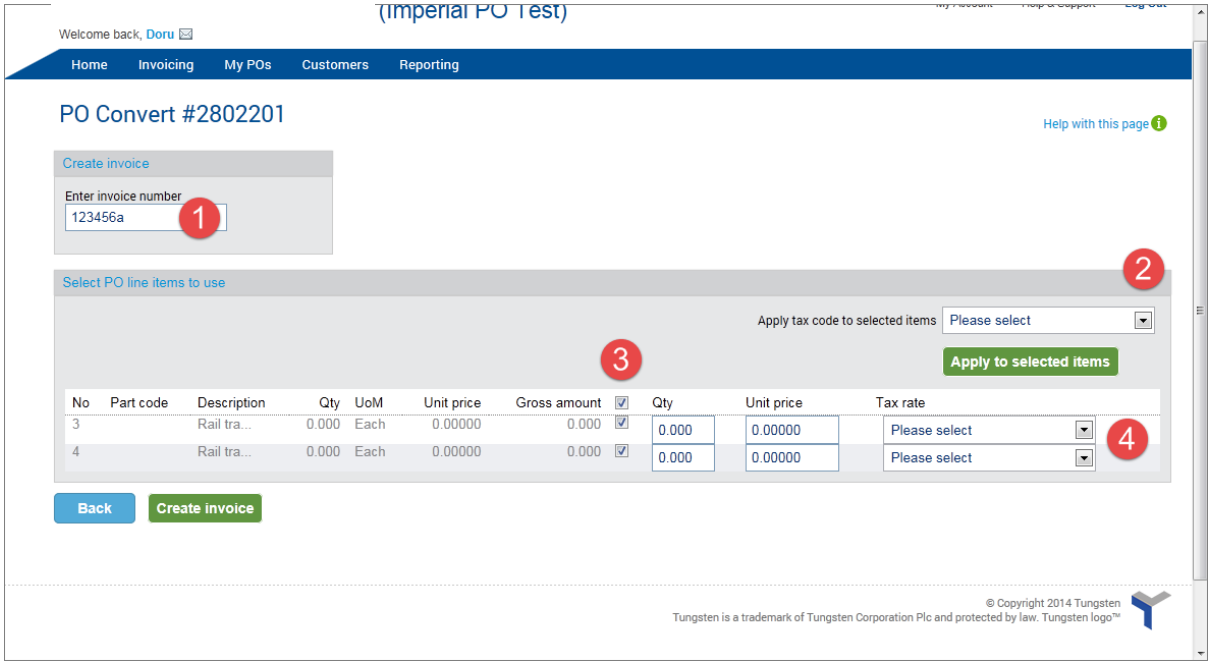
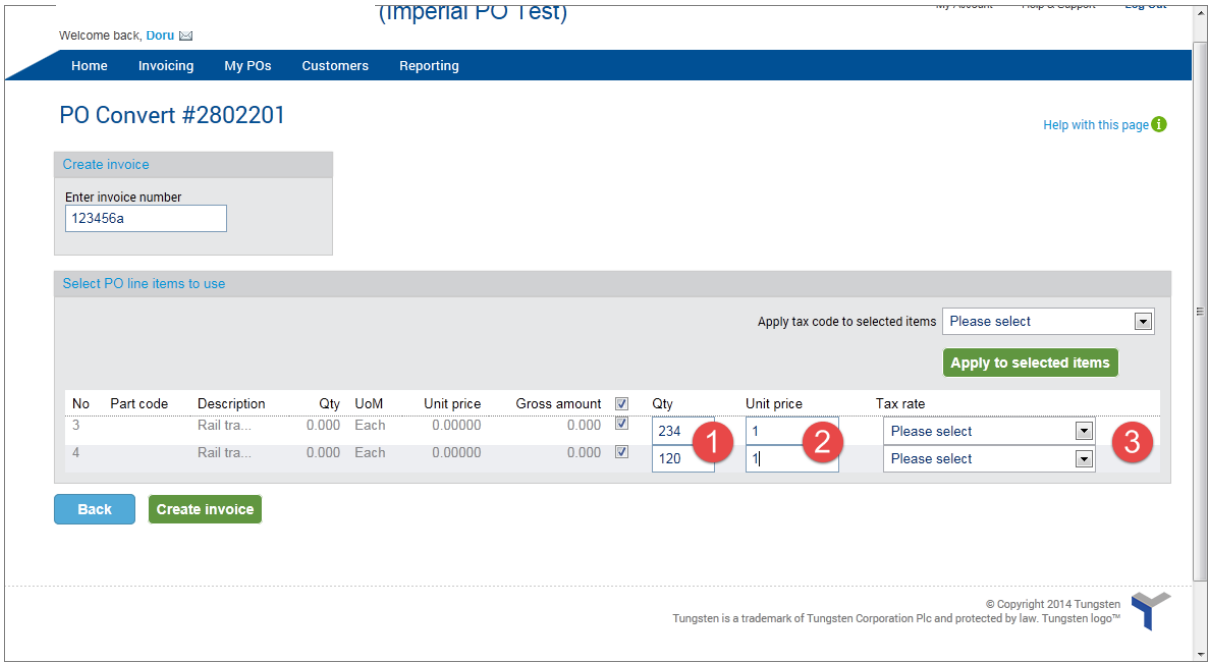


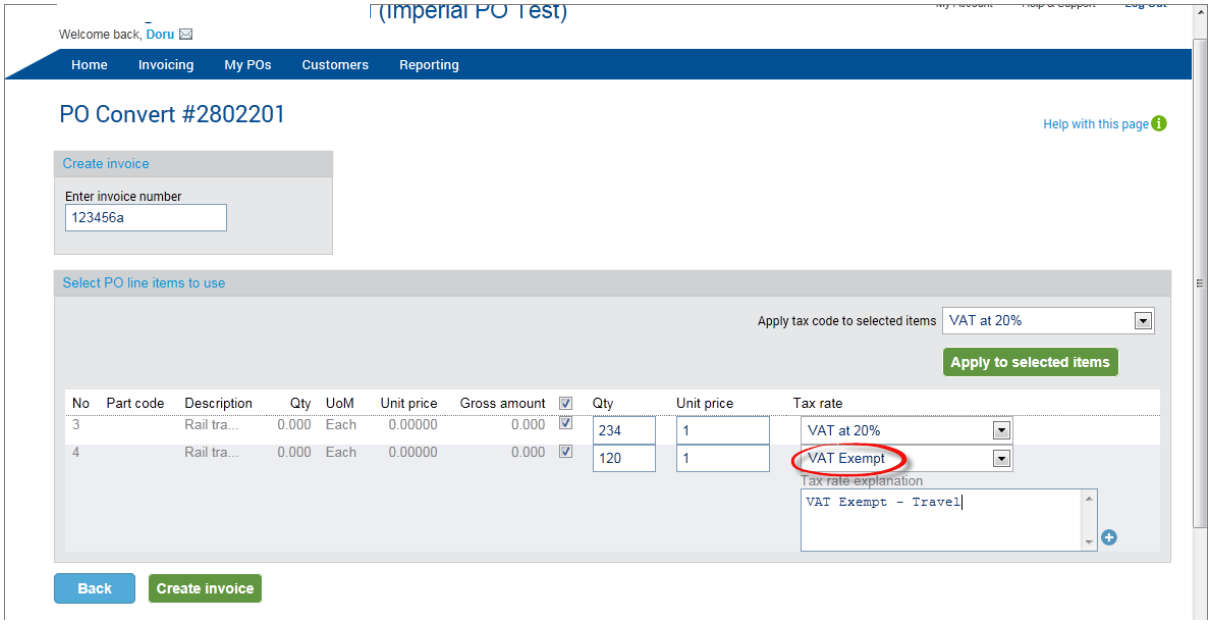
1. Insert your invoice number
2. Select your Tax code if applicable
3. Tick the box between “Gross Amount” and “Qty”, the values will populate into the Qty box and the Unit price box but will state ZEROES.
4. Select Tax Rate if applicable



1 – Insert the **Net amount** without VAT in the “Qty” box

2- In “Unit price” box **insert “1”**

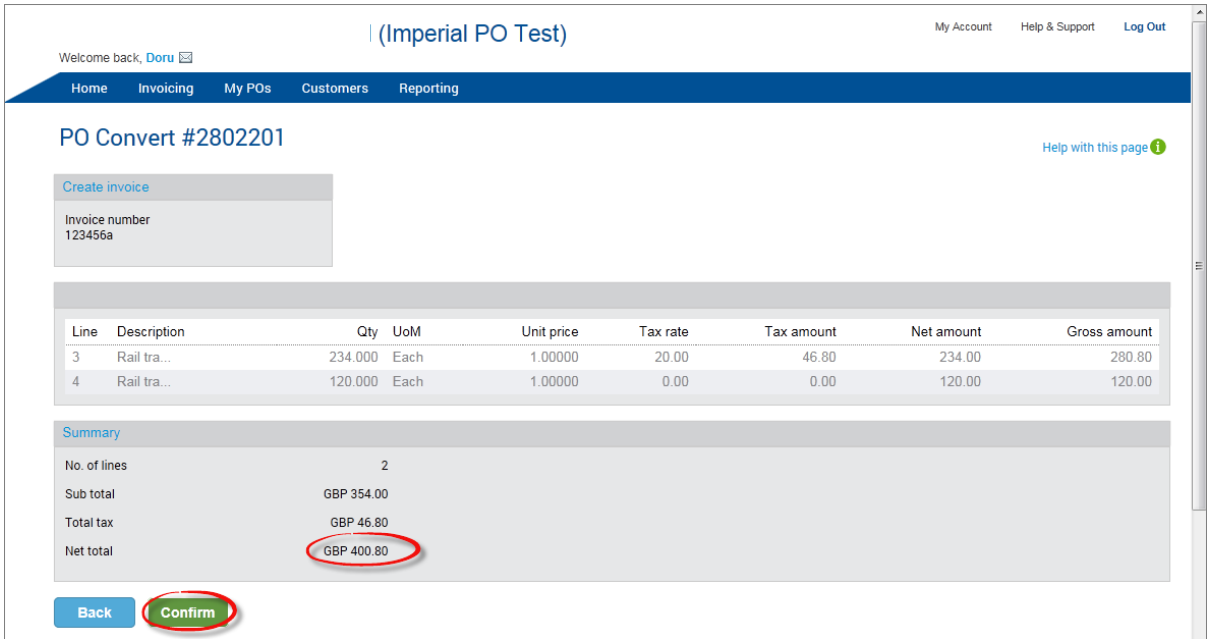
3 – Select the Tax rate applicable for each line



When Tax code "VAT Exempt" is selected in both fields, a box will appear for an explanation. Please state the reason for the exemption.

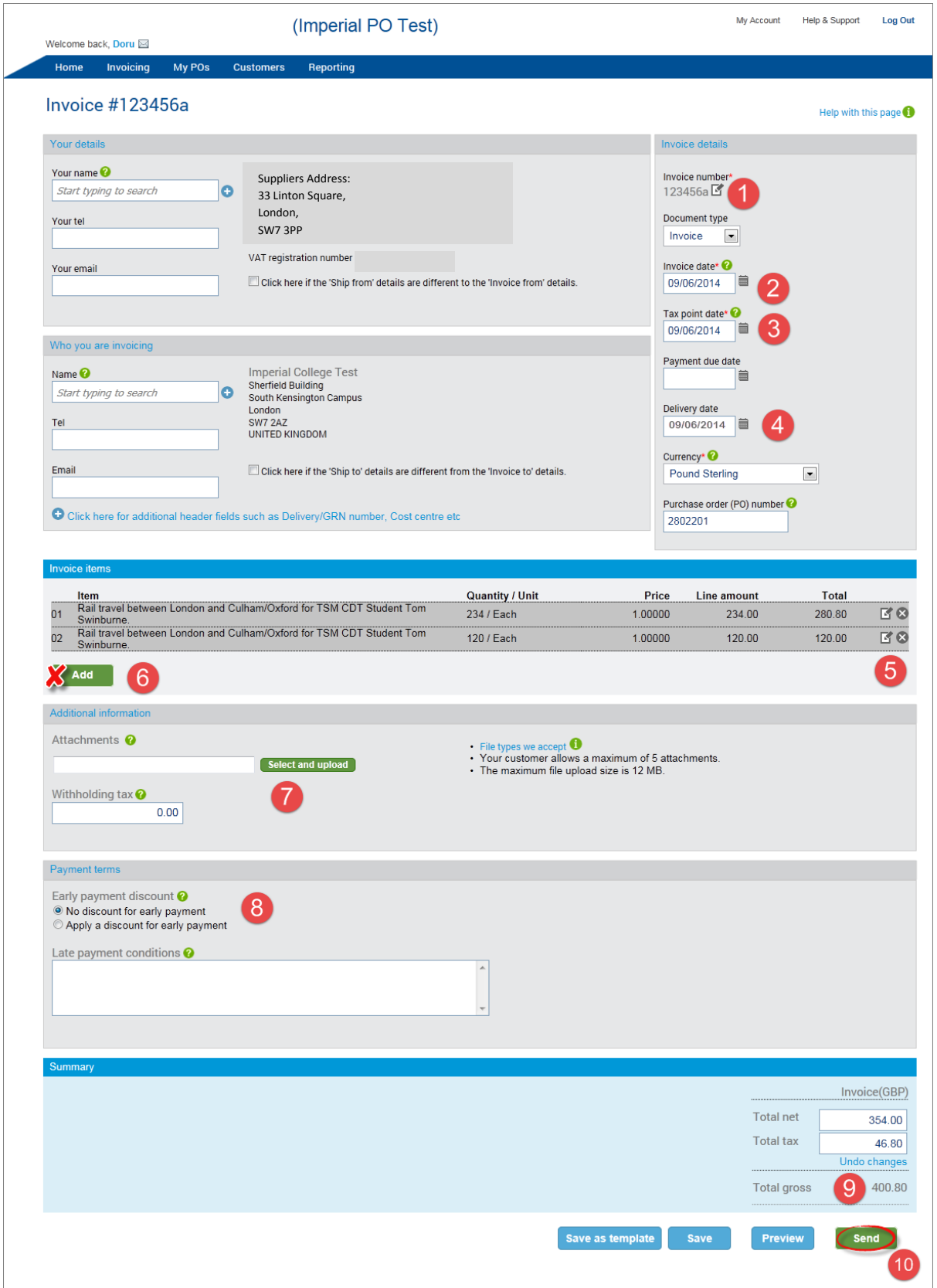
Unit price cannot be greater than 1 as your invoice will fail.

The next page is a summary page. Please note that the net amount on this page must match the amount you want to invoice Imperial College and is the same value on your invoice. If correct then "Confirm"



Once you have clicked "Confirm", you will be directed to the final page.

Next page shows the final stage of the invoice submission. On page 11 you will find instructions on how to complete the final submission page.


(Imperial PO Test)
My Account
Help & Support
Log Out
Welcome back, Doru
Home
Invoicing
My POs
Customers
Reporting
Invoice #123456a
Help with this page
Your details
Your name
Start typing to search
Your tel
Your email
Suppliers Address:
33 Linton Square,
London,
SW7 3PP
VAT registration number
Click here if the 'Ship from' details are different to the 'Invoice from' details.
Invoice details
Invoice number*
123456a
1
Document type
Invoice
Invoice date*
09/06/2014
2
Tax point date*
09/06/2014
3
Payment due date
Delivery date
09/06/2014
4
Currency*
Pound Sterling
Purchase order (PO) number
2802201
Who you are invoicing
Name
Start typing to search
Tel
Email
Imperial College Test
Sherfield Building
South Kensington Campus
London
SW7 2AZ
UNITED KINGDOM
Click here if the 'Ship to' details are different from the 'Invoice to' details.
Click here for additional header fields such as Delivery/GRN number, Cost centre etc
Invoice items
Item
Quantity / Unit
Price
Line amount
Total
01 Rail travel between London and Culham/Oxford for TSM CDT Student Tom Swinburne. 234 / Each 1.00000 234.00 280.80
02 Rail travel between London and Culham/Oxford for TSM CDT Student Tom Swinburne. 120 / Each 1.00000 120.00 120.00
Add
6
5
Additional information
Attachments
Select and upload
7
File types we accept
Your customer allows a maximum of 5 attachments.
The maximum file upload size is 12 MB.
Withholding tax
0.00
Payment terms
Early payment discount
8
No discount for early payment
Apply a discount for early payment
Late payment conditions
Summary
Invoice(GBP)
Total net 354.00
Total tax 46.80
Undo changes
Total gross 9 400.80
Save as template
Save
Preview
Send
10
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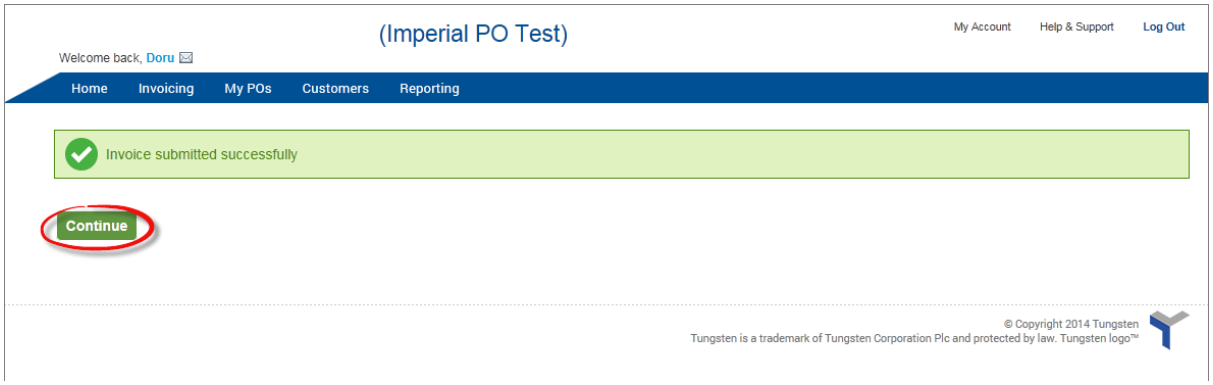
1. Ensure your invoice number is identical to the invoice number generated in your own accounting software. This can be amended if you click on the box with a pencil on the right hand side of the invoice number.
2. Insert your invoice date. Please be aware that the system will automatically default to the current date. The invoice date dictates payment terms (30 days from invoice date).
3. Insert the Tax Date to be the same date as your invoice date
4. Insert the Delivery Date to be the same date as your invoice date
5. Under "Invoice Items", if you need to make any changes to the invoice line(s) such as price or quantity, you can amend by clicking on the box with a pencil located on the right hand side
6. Ignore the "Add" button because if you add additional lines, the invoice will fail.
7. You can add any attachments provided they are in pdf format
8. Please ignore this option as Payment Terms are assigned by Imperial College
9. Scroll to the bottom of the page and check that the gross amount is correct.
10. Click on the "Send" button.



You will then receive an email notification from Tungsten, confirming your invoice has been sent successfully.

NB. There is also a "Reporting" Tab at the top of the page. Select the "Invoices Submitted" option from the drop down menu and click run. This will show all invoices which you have submitted to Imperial College. They will be archived here and if you require a copy for your own records, you can print a pdf image here.

Emailed Invoice Notifications

An email notification will be received from Tungsten for every invoice submitted via the portal. Once an invoice has been sent, the system will show the message “Invoice submitted successfully”. This confirms your invoice has been delivered to the Tungsten Network. Tungsten will then carry out checks to ensure the invoice meets Imperial College’s requirements including matching the purchase order exactly.

Below is an example of an email notification you will receive when your invoice has been accepted. This will guarantee the successful delivery to Imperial College. When purchase orders are received via email as pdf from Imperial College, it is imperative the PO is checked prior to submitting your invoice. If the PO does not match your invoice and there is a price discrepancy or a delivery charge has been omitted from the purchase order, please contact the buyer who will amend the PO. Please do this before you deliver the goods/service and attempt to raise the invoice. If the Buyer’s details are not present on the purchase order, please email poandap@imperial.ac.uk.

Supplier OB10 No.	Supplier Name	File Name	File Date
AAA069032902	(Imperial PO Test)	AAA069032902_15967462.xml_01-07-2014_15-24-20-853_A	01/07/2014

Processed	Accepted	Failed
1	1	0

Ignored Invoices	0

Failed Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	PO Number	Failure Code	Failure Reason

Accepted Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number
1234AB	01/07/2014	AAA747904704	Imperial College Test	Invoice	312.00	GBP	AAA000082119446

Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at http://www.OB10.com/support

However, you may receive a failure notification if your invoice does not pass our controls. Below are examples of invoices which have failed with a reason provided in the notification for the failure.

1 - Failure reason: Invalid PO line number on invoice line

Supplier OB10 No.	Supplier Name	File Name	File Date
AAA069032902	(Imperial PO Test)	AAA069032902_15967518.xml_01-07-2014_15-22-35-862_A	01/07/2014

Processed	Accepted	Failed
1	0	1

Ignored Invoices	0

Failed Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	PO Number	Failure Code	Failure Reason
12345AB	01/07/2014	AAA747904704	Imperial College Test	Invoice	325.20	2900737	592	Invalid PO line number on invoice line

Accepted Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number

Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at http://www.OB10.com/support

The above invoice failed as an additional line was added to the invoice which does not exist on the PO. To correct this error, please contact the buyer who will amend the PO.

2 - <u>Failure reason</u>: Failed unit price match

Supplier OB10 No.	Supplier Name	File Name	File Date
AAA069032902	Abcam Ltd (Imperial PO Test)	AAA069032902_15967574.xml_01-07-2014_15-24-55-633_A	01/07/2014

Processed	Accepted	Failed
1	0	1

Ignored Invoices	0

Failed Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	PO Number	Failure Code	Failure Reason
123456AB	01/07/2014	AAA747904704	Imperial College Test	Invoice	391.20	2899435	525	Failed unit price match

Accepted Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number

Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at http://www.OB10.com/support

The above invoice failed as the price on the invoice is higher than the price on the PO. The value has exceeded the small tolerance allowed to account for nominal pricing errors. To correct this error, please contact buyer to amend the price on the PO.

3 – <u>Failure reason</u>: Failed quantity match

Supplier OB10 No.	Supplier Name	File Name	File Date
AAA069032902	(Imperial PO Test)	AAA069032902_15967625.xml_01-07-2014_15-25-29-850_A	01/07/2014

Processed	Accepted	Failed
1	0	1

Ignored Invoices	0

Failed Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	PO Number	Failure Code	Failure Reason
1234567AB	01/07/2014	AAA747904704	Imperial College Test	Invoice	936.00	2899398	524	Failed quantity match

Accepted Invoices

Invoice No.	Invoice Date	Customer OB10 No.	Customer Name	Invoice Type	Gross Amount	Currency	Transaction Number

Failed Invoices: any failed invoices listed have not been successfully processed and therefore have not been delivered by OB10 to your Client Buyer. Please correct the error indicated by the failure reason code and then resubmit your invoices to OB10. If you continue to have problems please contact OB10 Support at http://www.OB10.com/support

The above invoice failed as the quantity of units has been changed to more than the quantity ordered on the PO. To correct this error, please contact buyer to amend the quantity of units ordered on the PO.

In all of these cases, once the PO has been amended by the buyer, you will receive another email notification from Tungsten stating that the PO has been modified. In order to open the failed invoice, please go to the "Invoicing" Tab at the top of the page and in the drop down menu select "Create invoice". Scroll to the bottom of the page and under "Saved invoices" locate your invoice. On the right hand side you can either edit or delete. When editing, you will be navigated to the last page where you can make the amendments.

Frequently Asked Questions

- **I have forgotten my log in details**
  Please contact Tungsten Live Support team on 0870 165 7430 who will email you a password re-set link
- **I am unable to view my purchase orders as I receive the following error message "Sorry this service is not available because your buyer have not indicated that they will be sending you purchase orders through OB10. If you would like to receive order please contact the buyer"**
- Please contact Tungsten Live Support on 0870 165 7430 who will advise. Contact Imperial College on 020 7594 8669 / 0207 594 5695 or email **poconvert@imperial.ac.uk** to ensure your account has been enabled to receive POs
- **My colleague also requires access to the portal**
  Multiple people can gain access to the portal. Only the main administrator can add additional people to the portal. This can be done by going to "My Account" which is located at the top right hand side of the portal and selecting "Contacts" to add people
- **I am VAT registered but my portal does not allow me to select the appropriate VAT**
  Please go to "My Account" which is located at the top right hand side of the portal and update your company details and ensure your company VAT registration number is listed and registered in your profile
- **My order is incorrect and shows zero values**
  This order is not incorrect and has been raised as a Service Type purchase order and will allow you to invoice multiple times as long as there are funds in the PO. To process: in the Qty box insert the net value you wish to invoice Imperial College without VAT and in the price box insert 1
- **The purchase order does not show a delivery/freight charge**
  Please contact the buyer to amend the PO. If the Buyer's details are not present on the purchase order, please email poandap@imperial.ac.uk. Once this has been done, you will receive another email notification from Tungsten stating your PO has been revised. You can then continue to submit your invoice
- **The unit price is incorrect**
  Please contact your buyer who will amend the value on the PO. If the Buyer's details are not present on the purchase order, please email poandap@imperial.ac.uk. Once amended, you will receive a notification from Tungsten stating the PO has been revised
- **I am unable to view the status of my invoice**
  Tungsten is only hosting our PO data. To obtain the status of your invoice, please email Imperial College's P2P Help Desk at **poandap@imperial.ac.uk**
- **I am unable to view a particular PO**
  Please contact Imperial College to confirm the status of the PO at **poandap@imperial.ac.uk**
- **I only want to part-invoice against the PO as all the goods are not available for delivery**
  This is possible. Only select the lines you wish to invoice against the PO. The remaining lines will still be shown on the PO to invoice against at a later date.
- **I have a PO in my portal but I have fully invoiced against it**

Please contact Imperial College at **poandap@imperial.ac.uk** as you will only be able to view open PO's. Imperial college will investigate and advise

- **I have received a failure notification as my invoice has failed**
  Please refer to page 12 of this manual as there could be multiple reasons why your invoice has failed. Alternatively you can contact Tungsten by raising a ticket in your portal to highlight the issue or call 0870 165 7430 to speak directly to their Live support team
- **Where can I raise a support ticket in my portal**
  Please select "Help & Support" which is at the top right hand side of your portal and open a support ticket which is located in the orange box
- **I need to purchase additional transactions as I have used my free 52 transactions**
  On your home page in the portal, go to Tungsten Network transaction and you will be able to purchase further transactions in batches of 25 at a flat rate of £1.50 each
- **I require a copy of my invoice which I have submitted via the portal**
  Please go to the "Reporting" Tab at the top of the page. In this section, go to "Invoices Submitted" in the drop down menu and click run. This will show all invoices which you have submitted to Imperial College in "Report results". If you require a copy for your own records, select image and you can print a pdf copy

Contacts

- **Tungsten Live Support – 0870 165 7430 / raise ticket in your portal**
- **Imperial College – poconvert@imperial.ac.uk / 020 7594 8996/ 0207 594 5695**
- **Invoice status – poandap@imperial.ac.uk**
- **Purchase order issues – poandap@imperial.ac.uk**